



# WIRELESS EBT PROJECT

## July 2019 Newsletter



### From the Editor – Tracy Penick

| Month          | EBT Transactions | Debit/Credit Transactions | Total Transactions | EBT Sales  | Debit/Credit Sales | Total Sales  |
|----------------|------------------|---------------------------|--------------------|------------|--------------------|--------------|
| January        | 17               | 378                       | 395                | \$603.09   | \$15,832.29        | \$16,435.38  |
| February       | 11               | 429                       | 440                | \$679.10   | \$18,944.12        | \$19,623.22  |
| March          | 17               | 696                       | 713                | \$682.42   | \$24,038.00        | \$24,720.42  |
| April          | 20               | 931                       | 951                | \$778.93   | \$50,252.76        | \$51,031.69  |
| May            | 163              | 8,103                     | 8,266              | \$2,058.11 | \$320,328.65       | \$322,386.76 |
| June           | 228              | 7,672                     | 7,900              | \$2,575.69 | \$202,384.50       | \$204,960.19 |
| Total for Year | 456              | 18,209                    | 18,665             | \$7,377.34 | \$631,780.32       | \$639,157.66 |

#### June 2019 Facts:

Total sales for June this year were much higher than June 2018 (\$204,960.19 compared to \$116,840.69). The number of EBT transactions were lower in 2019 than in 2018 (228 compared to 265). For June 2019, there were a total of 7,900 wireless transactions compared to 5,285 in 2018.

In June 2019, there were 154,143 Food Assistance/EBT families in Iowa. \$35,116,227 in benefits was issued in June to these families.

### Visiting Farmers Markets

I had the opportunity to travel and visit a few farmers markets on Saturday, June 29<sup>th</sup>. I started my day at the Kimball Ridge Family Market in Waterloo. This is a smaller market that had a lot of fresh produce and baked goods for sale. I then headed to the Waterloo Urban market. This is nice sized market where you can find almost anything for purchase. I then headed to the Cartwright Pavilion market in Marshalltown. This is a smaller market but I was impressed with the hot apple cider doughnuts! My last stop was to the North Grand Mall market in Ames. This is a small market that has vendors outside as well as inside the mall.



Carolyn Adolphi  
Adolphi Produce & Bakery  
Kimball Ridge – Waterloo



Julie Kiefer  
Kiefer's Produce  
Waterloo Urban Market



Kelly Mason  
Appleberry Farm  
Cartwright Pavilion - Marshalltown

## New posters for the DHS county offices

There will soon be new posters in the county DHS offices. On the posters are listed all of the farmers markets and road side stands in their area that have farmers that can accept EBT. This is one of the ways that DHS promotes what markets you are attending to the Iowa Food Assistance families



## Community-Supported Agriculture (CSA)

Some of the farmers that participate in the Wireless EBT Project offer CSAs to their clients. The below information only pertains to clients that are using their EBT benefits for CSAs.

- For Food Assistance recipients – payment may be accepted no more than 14 days in advance of product delivery.
- Food Assistance (EBT) benefits may not be used to pay any administrative or membership fees associated with operating a CSA.

## CardConnect Monthly Statements

Remember it is important to log into CardPointe every month to pull your monthly statement.

If you did not receive an e-mail from CardPointe, please give them a call at 1-877-828-0720. Once you are activated, you will pull your monthly statements from the CardPointe portal.

It is important to note that you will have to change your password every 60 days. It is also important to look over your statement every month. CardConnect will inform you of important information/changes on your account via your monthly statements.

## **USDA reauthorization**

Just a reminder that you have to reauthorize every 5 years with the USDA to accept EBT. If you receive a reauthorization letter from the USDA, please complete and return it promptly. If you don't complete the paperwork timely, you will lose your EBT authorization and will have to reapply and complete the application to come back into the program.

## **Update information with the USDA**

Just a reminder that it is extremely important to report any changes to the USDA. The USDA is who authorized you to accept EBT. If you have a name change or an address change it needs to be reported so that your authorization is up to date. If you have a change, please call 312-353-6609 to report the change.

## **Changes to your contact information?**

It is very important that DHS has your current email address and your correct phone numbers. I send out a lot of important information and if DHS does not have your current information you could be missing out on important information. Please make sure that if you change your email address or you drop or pick up a new phone number that you share that information with me.

## **Paper for your wireless machine**

Just a reminder that DHS supplies the paper rolls for your wireless machines. It is imperative that you use thermal paper or it could ruin your machine. Please do not use any other type of paper in your wireless machine other than the paper that DHS supplies. If you are running low on paper, please give me a call.

## **Reminders:**

1. **Remember that you cannot ring up a sale for another vendor. You could lose your Food Stamp certification and be terminated from the Wireless EBT Project.**
2. **Since you are paying for the commercial transaction fees, be sure to keep track of what you are paying so you can use those expenses as a tax deduction.**
3. **You cannot set a minimum purchase amount. If an EBT household wishes to purchase \$.50 in onions, you do need to process the transaction. Same for any debit or credit transactions.**
4. **Hot foods and hot drinks (cocoa, coffee, and tea) cannot be purchased with SNAP EBT benefits.**
5. **If you experience technical issues with your FD410 or your FD410DW machine, please call 1-800-828-9034. If you experience technical issues with your Clover Flex, please call**

Technical Support at 1-888-211-1274. You will need to supply your Merchant Identification number. If you can't get the problem solved, please call Tracy.

6. For customer service issues, please call CardConnect at 1-877-828-0720.
7. Call Tracy if you need any supplies such as paper rolls, power cords, or battery.
8. **Charge your batteries before market.** You should always have a charged battery, ready to go for market. If a battery is not holding a charge, contact Tracy for a replacement.

## Help Desk

**We are here to help you!**

**When you have questions about:**

- **Participating in the Wireless EBT Project or reimbursement questions? Call Tracy Penick at 515-281-4935.**
- **What you can sell to EBT customers, or being authorized to accept EBT? Call USDA/FNS at 877-823-4369.**
- **Food Assistance eligibility? Call Kari Lind at 515-281-7000.**
- **Supplies – call Tracy Penick at 515-281-4935.**